



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
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CONSUMER PROTECTION DIVISION
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Press Release

FOR IMMEDIATE RELEASE

January 12, 2009

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Attorney General Darrell McGraw settles with Texas-Based Dell, and its Subsidiary, Dell Financial Services, LLC

Attorney General Darrell McGraw announced today Dell will pay \$3.35 million under an agreement with attorneys general from 27 states.

The investigation into Dell's sales practices occurred after customers complained that the terms of Dell's 0% financing promotional offers were not clearly disclosed, that they had trouble obtaining warranty service, and that Dell failed to give them promised rebates.

"If you buy a computer from Dell, you should expect these issues to be addressed by the company," Attorney General McGraw said. "Now they will be."

Under the terms of the agreement, Texas-based Dell, Inc., and its subsidiary, Dell Financial Services, LLC, admitted no wrongdoing, but agreed to pay \$1.5 million in restitution to eligible consumers who file claims by April 13, 2009.

To be eligible for restitution consumers must file a claim with the West Virginia Attorney General's office by April 13, 2009. The complaint must be about a product purchased from Dell between April 1, 2005, and January 12, 2009 and where the consumer has suffered a monetary loss. A claim form can be obtained by visiting www.wvago.gov/pdf/dellclaim2009.pdf on the West Virginia Attorney General's web site.

The following states, including West Virginia, participated in the settlement: Arizona, Arkansas, California, Connecticut, Delaware, Florida, Illinois, Kentucky, Maine, Maryland, Massachusetts, Michigan, Mississippi, Missouri, Nebraska, Nevada, New Mexico, North Carolina, Oregon, Ohio, Pennsylvania, South Dakota, Tennessee, Washington, Vermont and Wisconsin.

West Virginia residents who haven't submitted complaints but believe they are eligible for refunds should file a complaint form with the West Virginia Attorney General's Office. Complaint forms can be obtained by calling the Consumer Protection Hot Line, 1-800-368-8808, or from the consumer web page at www.wvago.gov.

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